

CORAL GABLES INSURANCE & RISK MANAGEMENT ADVISORY BOARD

Minutes of December 17, 2024, 8:00am
214 Minorca Ave, Human Resources Conference Room
Coral Gables, FL 33134

MEMBERS	J 18	F 23	M	A	M	J	J	A	S 20	O	N	D 17	APPOINTED BY
Empty Seat	P	P		A					P				Mayor Vince Lago
Roberto C. Laso	P	P		P					P			P	Vice Mayor Rhonda Anderson
Marilu Madrigal	P	E		A					E			E	Commissioner Melissa Castro
Paul Susz Rebeca Rodriguez	E	P		P*					P*			P	Commissioner Kirk Menendez
												P	Commissioner Ariel Fernandez

STAFF:

Raquel Elejabarrieta, Director Human Resources & Risk Mgt.

Marjorie Tapia, Labor Relations Manager

A = Absent

E = Excused Absence

P = Present

- = No meeting

* = Appeared Via Zoom

GUESTS:

Maria Perez, Arthur J. Gallagher

PUBLIC GUEST:

RECORDING SECRETARY:

Ericka Sanchez, Administrative Assistant

OPENING:

Director Elejabarrieta opened the meeting. Meeting was called to order at 8:06 am.

In person Quorum was reached. Board attendance was completed. A brief introduction and welcome to new board member present.

MINUTES APPROVAL:

No Meeting minutes for review.

Motion: Paul Susz 2nd Motion: Roberto C. Laso
Unanimously approved.

SECRETARY'S REPORT: None

BOARD MEMBERS REPORTS: None

NEW BUSINESS:

Insurance Renewal – Arthur J. Gallagher

Ms. Perez started the discussion with a general review of the "Strategic Review for Renewal (Exhibit 1)" document. Maria Perez review page 4 (Core360, Stewardship Scoreboard), Discussion on securing safety of QR Codes, and reporting of repairs throughout city limits via app. Discussion page 5 (Insurance Premiums - Last year's results), Review of Page 6 - Page 7 (Insurance Premiums - 10 Year Package Premium Comparison and 10 Year Historical Property Rate). Overview of Pages 8-11 (Program Structure May 1st 2024 Marketing Results). Board Members agreed to meet for another in-between board meeting to discuss the Claims Review Update for City.

OLD BUSINESS: NONE

MEETING ADJORNED:

Motion by: Paul Susz / 2nd Motion: Rob Lasa at 9:02 a.m.

Exhibit 1

City of Coral Gables

Strategic Review For Renewal

05/01/2025-05/01/2026

Arthur J. Gallagher & Co.

Maria Perez | Area Senior Vice President
Maria_Perez@ajg.com | 305.639.3136

Ampy Jimenez | Area Vice President
Ampy_Jimenez@ajg.com | 305.716.3293
November 20, 2024



ajg.com

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Gallagher

Insurance | Risk Management | Consulting

Table of Contents

SECTION	PAGE
Overview	3
CORE360® Stewardship Scorecard	4
Insurance Premiums	5
Program Structure.....	8
Exposure Summary.....	11
Extisting Program Structure.....	12
Renewal Timeline.....	14
Insurance Market Report.....	15
Your Team.....	19
Thank You for Your Business.....	20
Gallagher At A Glance.....	21
Appendix.....	22

Overview

Thank you for the opportunity to present this Strategic Review. The purpose of the report and this meeting is to set the stage for your upcoming Property & Casualty renewals. The intent of our **CORE360®** approach is to help you optimize your total cost of risk, thereby improving your profitability, and this discussion is critical to this evaluation.

The report summarizes the key accomplishments from your last renewal (current program) and it examines the current marketplace, our past results and any changes to your organization or risk appetite. It also challenges our past work and suggests future improvements.

We highlight each **CORE360** cost driver, beginning with Insurance Premiums and ending with Contractual Liability. This will not only organize the document, but also ensure we are deliberate in driving value to each of your six cost drivers which represent your total cost of risk.

This is an interactive process and we look forward to your strategic input to ensure a successful renewal. The results of this strategy will then be summarized in the Executive Summary, which will accompany your renewal proposal. We know that you have a choice and we appreciate your business.







Based on our past risk strategies (Stewardship Scorecard) and results, the current State of the Market and any changes of risk or risk appetite, the overriding goal of this meeting is to answer the following questions:

- What is our go-to-market strategy by line of coverage?
- Do we approach additional markets, and if so, which ones?
- What are our renewal expectations or goals by cost driver?
- What additional tools or resources do we need to implement?



CORE360® Stewardship Scorecard

Your **CORE360** Stewardship Scorecard has been developed for you to get a quick snapshot of how we've impacted your total cost of risk over time, by monetizing the cost of risk changes by cost driver.

	<ul style="list-style-type: none"> The overall premium decreased by -2.3% compared to 2023 Policy Year Package Premium increased by 13%. Property Premium decreased by 11.4% Cyber Liability Premium decreased by 7%
	<ul style="list-style-type: none"> Quota share removed from property program No other changes in deductibles or retentions in 2024
	<ul style="list-style-type: none"> Liability of watercrafts over 50 ft. are excluded arising out of the ownership, maintenance or use, including loading or unloading Communicable Disease exclusion remains in effect
	<ul style="list-style-type: none"> Trees and landscaping on city roads are not covered under the property program Specific Fine Arts
	<ul style="list-style-type: none"> AJG Loss Control will continue to provide Safety and Loss control support per our contract. AJG Loss Control services provide 12 days in person loss control/safety training per year at no additional charge. Each day of training may include more than one topic and session. AJG Gallagher Safety Training Education Platform (STEP) is available. 10 Modules are included every year at no additional charge. Excess Workers Compensation safety and risk management programs available through Arch partner J. J. Keller & Associates
	<ul style="list-style-type: none"> We issued 122 Certificates on your behalf between 5/1/2024 to present

Insurance Premiums

LAST YEAR'S RESULTS



Policy Type	Carrier	2023-2024	2024-2025	Change %	Comments
Property	Various	\$2,779,657	\$2,455,692	-11.7%	2023 Premium represents 19% quota share by City 2024 Premium represents 100% placement.
Excess AOP only xs 25M xs 50M	Various	\$25,000	\$30,000	20%	Increased due carriers increasing their minimum premiums
Excess AOP only TIV xs \$75M		Not Purchased			Layer not Purchased in 2023
Property SUBTOTAL		\$2,804,657	\$2,485,692	-11.4%	
Package	Berkley	\$500,000	\$566,000	13%	Premium increase due to exposure increase - Gross Operating Exposure 6% Increase and Payroll increase 7%
Excess WC	Arch	\$154,821	\$166,771	8%	Premium Increase due to increased payroll, rate increased by 1%, Payroll increased by 7%. Two year rate commitment.
Equipment Breakdown	Travelers	\$11,503	\$14,792	29%	
Business Travel	Hartford	\$750	\$750	0%	Annual Installment
ADD Police and Fire	Hartford	\$12,053	\$12,053	0%	Annual Installment
Diana Gomez Bond	Hartford	\$1,138	\$1,138	0%	
Bond Golf and Country Club	Hartford	\$250	\$250	0%	
Bond Health Studio Bond	Hartford	\$250	\$250	0%	
Bond War Memorial Youth Center Health Studio	Hartford	\$250	\$250	0%	
Pollution Liability	Ascot	\$34,500	N/A		Pre-paid Multi Year*
Crime	Hanover	\$9,561	\$9,657	1%	
Accident Sports	Zurich	\$9,410	\$9,780	4%	Increase due to participants exposures increasing 4%
Cyber Liability	C&F	\$59,614	\$55,633	-7%	
Terrorism Property & Liability	McGowan	\$26,000	\$20,915	-19.6%	
Deadly Weapon Protection	McGowan	\$10,903	\$11,004	.9%	
Flood**	Voyager	\$97,751	\$114,911	18%	
Fine Arts****		Included as Sublimit on Property			
EMPA, FEES & TRIA		\$2,818	\$1,152		
Broker Fee		\$90,000	\$90,000		
Total Cost of Program		\$3,825,979	\$3,560,748	-6.9%	

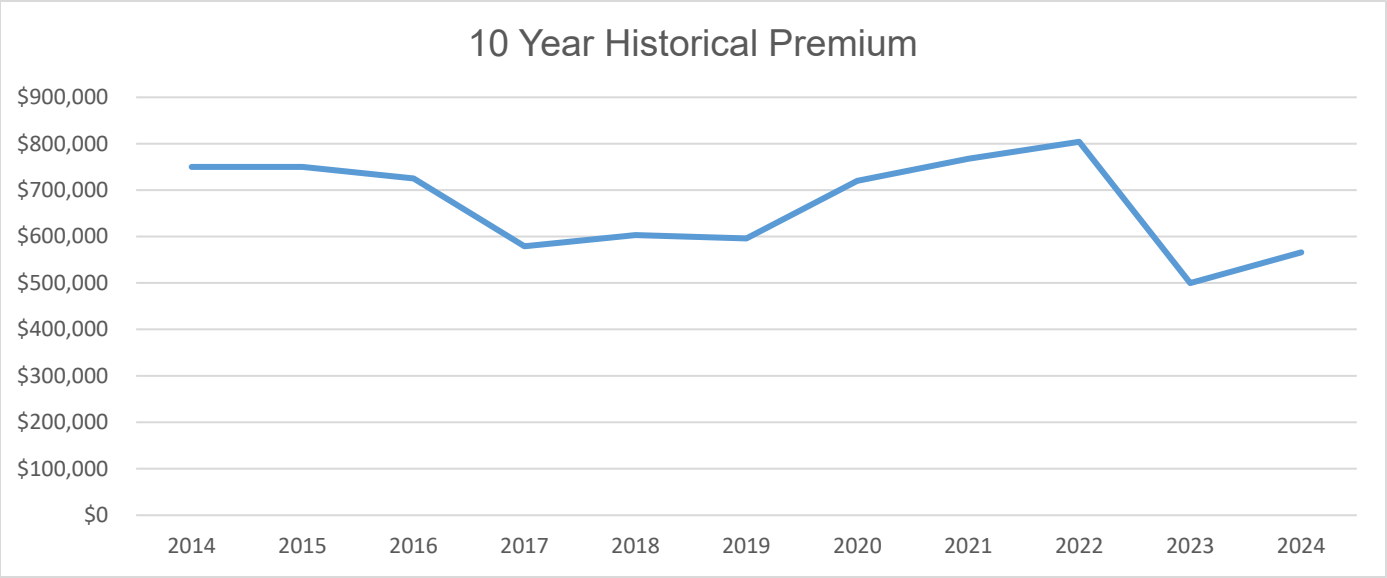
*Pollution – Prepaid for 2 Years. TRIA Purchased on Pollution Policy.

** Flood – 18 Locations – Maximum Building Coverage \$1M (not to exceed Stated value on the SOV); 5 Locations- Pump Stations Maximum Coverage \$500K (not to exceed Stated value on the SOV).Content Coverage Max for all locations is \$500K

City of Coral Gables

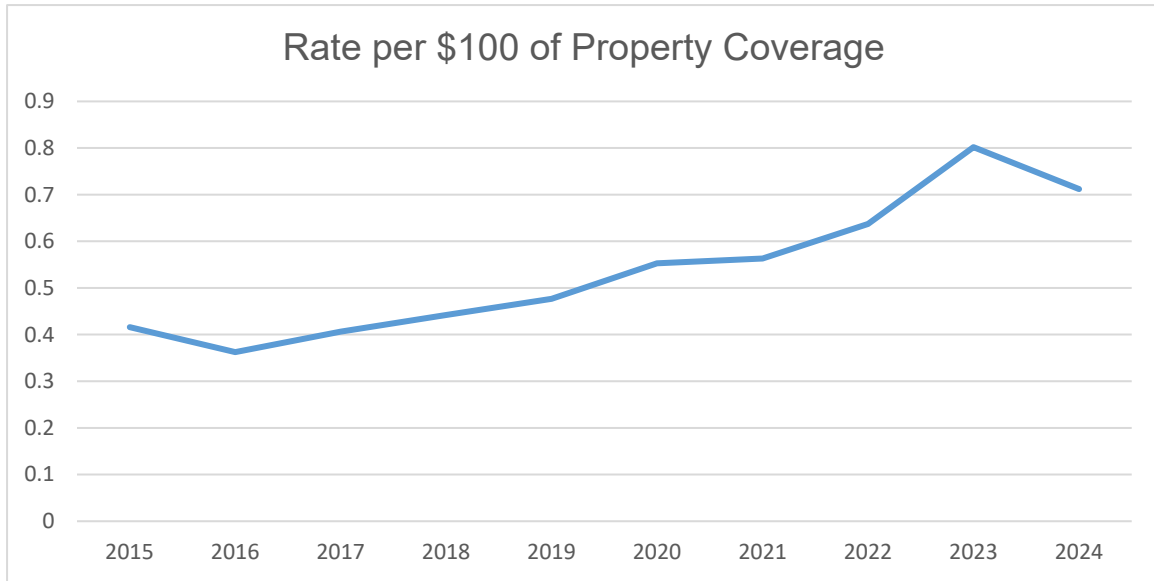
Insurance Premiums

10 YEAR PACKAGE PREMIUM COMPARISON



Policy Year	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Premium	\$750,000	\$750,000	\$725,000	\$579,000	\$603,000	\$596,000	\$720,000	\$767,500	\$804,000	\$500,000	\$566,000

10 YEAR HISTORICAL PROPERTY RATE



Policy Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Property Rate	0.416	0.3627	0.4065	0.4419	0.4768	0.5527	0.563	0.637	0.802	0.712

Program Structure



MAY 1ST 2024 MARKETING RESULTS

Line of Coverage	Carrier	Response
Public Entity Package		
	Berkley (incumbent)	Quoted
	Munich Re	Indication only
	Euclid	Indication only
	Ambridge (Brit)	Declined - unable to compete on pricing
	Genesis	Pending
	Safety National	Declined – unable to quote without XSWC
	Old Republic	Declined – unable to compete on pricing
	Egis	Declined to quote due to the Law Enforcement exposure.
Excess Workers Compensation		
	Arch – (incumbent)	Quoted – 2 year rate guarantee
	Chubb	Declined - \$200K Minimum Premium
	Midwest Employers Casualty	Quoted
Equipment Breakdown		
	Travelers	Quoted
	Liberty	Not Competitive
	HSB	Not Competitive
ADD Business Travel		
	Hartford – (incumbent)	2 year prepaid policy
Bond		
Finance Director	Hartford – (incumbent)	Quoted
Golf and Country Club	Hartford – (incumbent)	Quoted
Health Studio	Hartford – (incumbent)	Quoted
War Memorial Youth Center Health Studio	Hartford – (incumbent)	Quoted
Pollution Liability		
	Ascot	2 year prepaid policy
Crime		
	Hanover –(incumbent)	Quoted
	Travelers	Quoted
	Beazley	Pending
	Chubb	Not Competitive - Price
	Great American	Not Competitive - Price
	Ironshore	Declined - Not competitive on Price
ADD Sports		
	Zurich – (incumbent)	Quoted
Cyber Liability		
	Crum & Forster – (incumbent)	Quoted
	Corvus	Quoted
	Great American	Quoted
	Cowbell	Quoted
Terrorism Property & Liability & Deadly Weapon Protection		
	AJG UK (incumbent)	Quoted Terrorism
	AJG UK (incumbent)	Quoted Deadly Weapon
	Lloyds/McGowan	Quoted Terrorism
	Lloyds/McGowan	Quoted Deadly Weapon
	AXA	Quoted Terrorism and Deadly Weapon
Flood		
	Voyager	Quoted

Line of Coverage	Carrier	Response
Property		
	Markel	Quoted
	Ironshore	Quoted
	Arch	Quoted
	Westfield	Reviewing
	Hallmark	<ul style="list-style-type: none"> • Capacity non-renewed in excess for RPS due to CORE capacity in primary • Not competitive on primary
	Aspen	Quoted
	Eagle	Quoted
	Intact	Quoted
	Beazley	Quoted
	Kemah Capital	Indication Received
	Waypoint	Declined – no manuscript form
	Arrowhead	Not likely to offer competitive terms
	AXIS	Modeling
	Berkshire Hathaway	Indicated
	Canopus Underwriting Agency, Inc	Pending
	Core Specialty Insurance Holdings, Inc	Quoted
	C.N.A.	Pending
	Crum & Forster	Declined
	Great American XS	Clear, x-wind possibly
	Lexington Insurance Company	Quoted
	Lancashire	Declined
	Mitsui Sumitomo	Declined
	Paragon	Declined
	Risk Smith	Declined
	R.B. Jones Property	Declined – no appetites
	RSUI	Quoted
	Swiss Re E&S	Quoted
	Westchester	Declined - Can't compete with pricing
	XL Insurance	Declined uncompetitive and requires OLLE
	James River Insurance Company	Not enough limits to get to their minimum attachment
	AWAC	Pending
	Everest	Declined – Pricing not competitive
	Starr Specialty	Pending
	CoAction	Declined wind/hail due – due to construction and year built in Florida.
	Ethos	Not likely to offer competitive terms
	Munich E&S	Declined
	Navigators/Hartford	Quoted
	Kinsale	Reviewing
	Canopus	Quoted
	RLI	Not likely to offer competitive terms
	Zurich	Declined – no appetite

Program Structure

RENEWAL STRATEGY

Every year we should consider three “go to market” strategies by line of coverage, based on this strategy discussion. These are the three strategies along with possible considerations of each:

1. **Negotiate and renew with the incumbent carrier(s).** This is preferred if we:
 - Believe we can achieve the renewal goals without additional competition
 - Tested this carrier with competitors in the last few years
 - Recently paid a large claim or had a bad loss year and are willing to be fair and competitive at renewal
 - Are happy with the carrier’s service
2. **Negotiate with a few carriers, including the incumbent.** This is preferred if:
 - We are trying to consolidate the number of carriers on all your policies
 - We are ready to test the market for a variety of reasons, but keep the competition contained and are confident this short list will be competitive
 - There are not many markets as options, due to the risk
3. **Negotiate with, as many markets as we think are viable.** This is preferred if:
 - The incumbent market is non-renewing or is driving you to move
 - The incumbent has had no competition for more than 10 years
 - There have been significant changes of risk, risk appetite or personnel from Client or carrier

Coverage	Go to Market (“Yes/No”)	Coverage	Go to Market (“Yes/No”)
Commercial Package (No Property)	Yes	Bond - Golf and Country Club Health Studio	No
Property	Yes	Bond - War Memorial Youth Center Health Studio	No
Excess Workers Compensation	Yes	Bond - Finance Director	No
Deadly Weapon Protection	Yes	Accidental Death & Dismemberment – Sports	Yes
Equipment Breakdown	Yes	Crime	Yes
Flood	No	Pollution	Yes
AD&D – Police and Fire	Yes	Business Travel	Yes

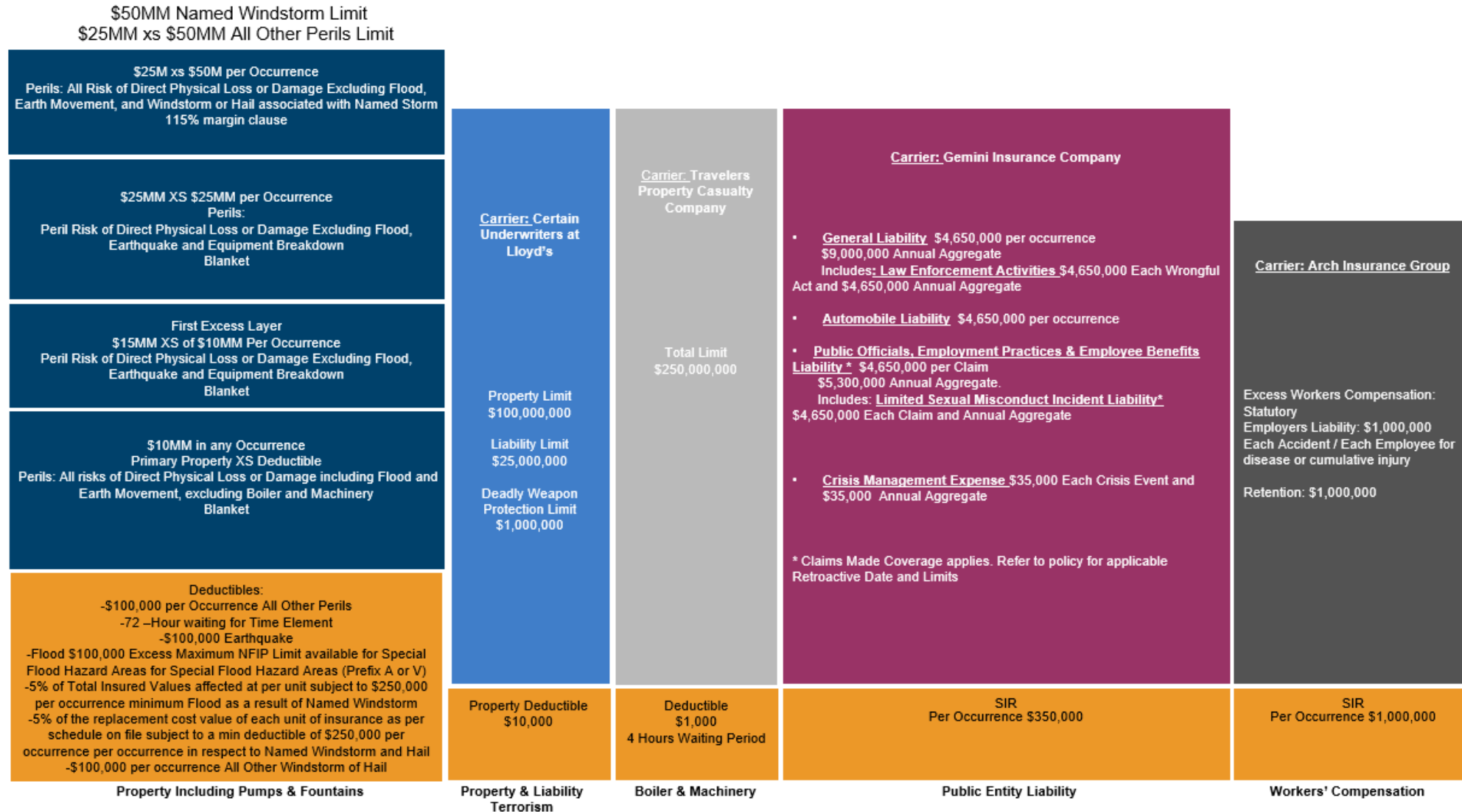
Exposure Summary

Exposures	2023-2024	2024-2025	% Change
Gross Operating Expenditures	\$246,087,023	\$260,900,000	6%
Number of Employees (FT & PT & Seasonal)	1134	1134	0%
Number of Autos	577	696	20.6%
Payroll	\$83,013,742	\$88,519,463	6.6%
EMTs	Included below	Included below	-
Paramedics	145	145	0%
Armed Officers	213	213	0%
Population	48,375	49,193	1.7%
TIV	\$346,507,215	\$345,607,823	-.3%
Rate per \$100	\$0.9131	\$0.7653	-16.19%
Drones	5	0	-100%
Sports Program number of participants	13,209	13,774	4.28%

Schedule of Values	2023-2024	2024-2025	% Change
Building	\$287,307,493	\$286,408,101	-0.26%
Contents	\$14,298,322	\$14,298,322	0%
Vehicles	\$18,436,967	\$18,436,967	0%
Golf Carts	\$179,433	\$179,433	0%
BI	\$5,285,000	\$5,285,000	0%
EDP	\$14,000,000	\$14,000,000	0%
EDP EE	\$2,000,000	\$2,000,000	0%
Account Receivable	\$1,000,000	\$1,000,000	0%
Fine Arts	\$3,500,000	\$3,500,000	0%
Valuable Papers	\$500,000	\$500,000	0%
Pump Stations	Included	Included	
Fountains	Included	Included	
Seawalls & Docks	\$3,904,250 (included above)	\$3,904,250 (included above)	0%
Total	\$346,507,215	\$345,607,823	-0.26%



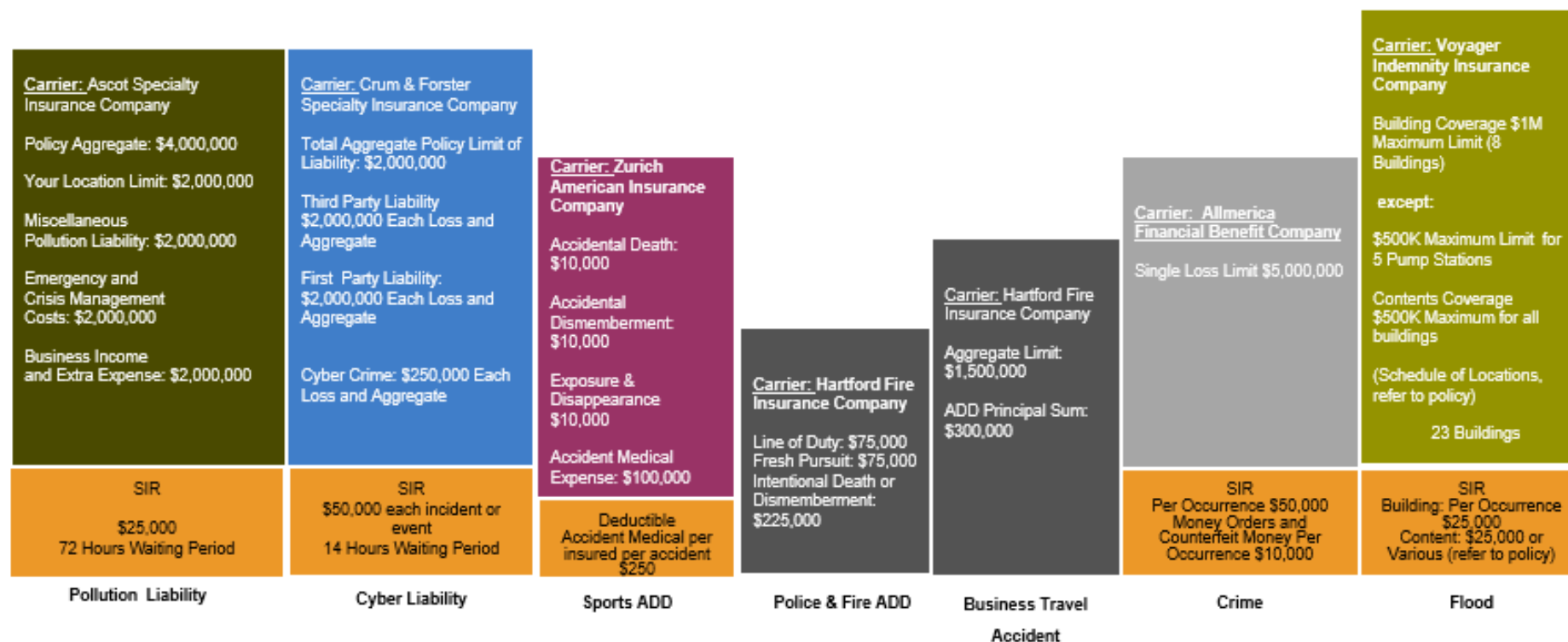
Existing Program Structure



Please note that coverages are not drawn to scale and actual policy verbiage should be consulted for coverage terms and conditions

City of Coral Gables

Ancillary Lines

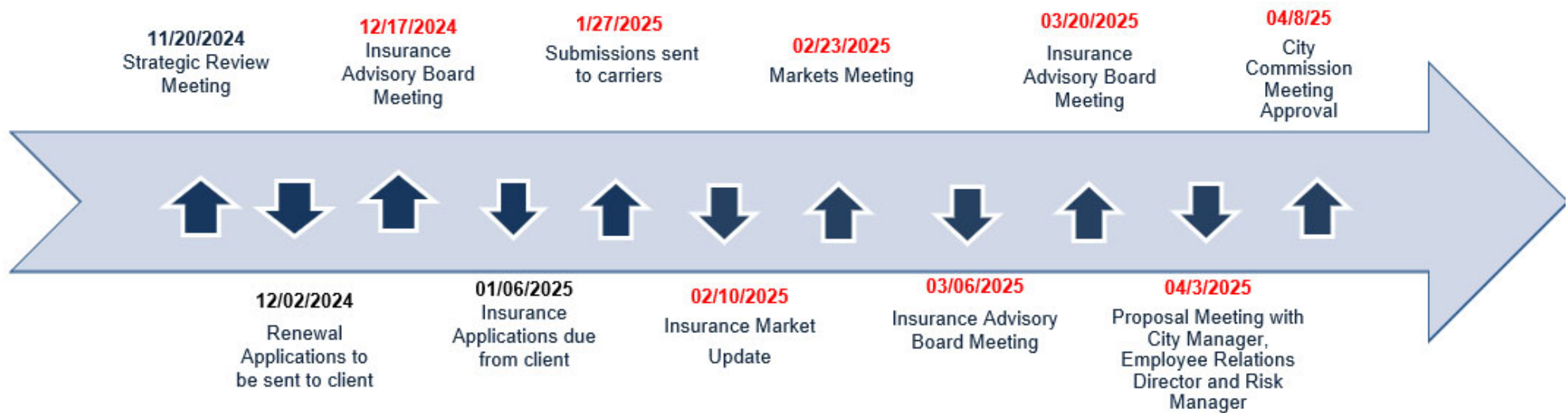


Please note that coverages are not drawn to scale and actual policy verbiage should be consulted for coverage terms and conditions

Renewal Timeline



2025 City of Coral Gables Property and Casualty Insurance Program Renewal Timeline as of 10/04/2024



Insurance Market Report

US Public Sector & K-12 Education Market Addendum

May 2024

Gallagher captures meaningful data about every line of coverage for our clients, and we publish a report on market conditions several times each year. The Gallagher Insurance Market Report of March 2024 can help public sector and K-12 education clients think about the broader environment that shapes the insurance market. This addendum will reference key takeaways from the general market report and provide more specific detail on public sector market conditions.

Based upon our experience placing insurance for public entities of all types and sizes for more than 50 years, we know that insurance conditions for public agencies vary from general market conditions. There are fewer markets willing to write public sector business, which creates a lack of competition for both coverage and pricing. Many public entities struggle to meet underwriting criteria and may be challenged to provide accurate data; these factors also influence the availability and pricing of insurance. It is also true that public entities and K-12 schools operate under a mandate to provide services to the public, which limits their ability to curtail risky operations. Providing law enforcement protection, guarding the health and welfare of school children, delivering clean water, maintaining public roads, and firefighting are all examples of high-risk services delivered by the sector which must be managed and insured or financed. These factors, in addition to the expectations of the public and societal views of government, all contribute to the creation of a challenging insurance environment.

Property

Overall, the property market is stabilizing and gradually improving. The Gallagher Insurance Market Report of March 2024 stated that challenges within the commercial property market continue, but clients are likely to find more stability at renewal, with continued rate increases. This is certainly true for the public sector as well, although rate improvements are slower to materialize. Comparing the property rate changes for all clients and public sector clients (as of April 30, 2024) demonstrates the difference.

Property Rates	All Industries	Public Sector & K-12 Schools
Rate decrease	17.2%	15.5%
No change	3.2%	.3%
Rate increase	79.5%	84.2%

Key Issues

- Extreme weather events: Severe convective storms (SCS) were a significant driver of insured losses in 2023, and insured losses from natural catastrophes exceeded \$100 billion. It is likely carriers will continue to reevaluate their exposures to SCS, wildfire, and flood, among other perils.
- Data accuracy and information gaps: Inadequate renewal information, incomplete property inventories, and missing components of COPE data all contribute to poor renewal outcomes.
- Lack of updated property values: Many schools and public agencies struggle to keep up-to-date valuation records that adequately reflect the entity's property exposures. Carriers remain highly focused on insuring to appropriate values and inflation costs. Those with incomplete or inaccurate data are likely to experience increased pricing and less choice at renewal time.

- **Alternative solutions:** Although typically adverse to new, complicated or nontraditional risk financing solutions, a number of public entities are now considering creative buying strategies such as group purchasing, structured reinsurance, captives and parametric coverages.
- **Preparation:** It is important to start early, prepare thoroughly, and explore all options. Prices are still increasing for most, and there will still be tough renewals ahead.

“We believe climate change will continue to impact the property market for the foreseeable future, beyond the short term. Catastrophe models and Gallagher forecasts are helpful to run “what if” scenarios. We are also helping our public sector clients understand and budget for the changes in their deductibles for severe weather events.

Scott Thomason, Regional Director – Southeast Region
Gallagher Public Sector & K-12 Education Practice

Casualty/Liability

The Gallagher Insurance Market Report of March 2024 reported that a sensible casualty market is emerging, with median rate increases largely stabilizing. That is not the case across the public sector, however. A comparison of all industries to the public sector and K-12 school sector shows an even starker contrast in rate changes.

General Liability Rates	All Industries	Public Sector & K-12 Schools
Rate decrease	27.4%	12.3%
No change	17.4%	10.8%
Rate increase	55.2%	76.9%

Key Issues

- **Adverse trends:** The impact of social inflation, nuclear verdicts, and rising medical costs are key issues across all industries. Among public entities, there is also a rise in litigation funders, plaintiff advertising and event-driven litigation.
- **Statute of limitations for SAM claims:** The requirements for filing a sexual abuse and molestation (SAM) claim against a school vary state by state and are subject to change every year. Many states have extended the statute to allow decades-old claims to be brought forward; that number increases every year. Layer on top of that the differences in legal jurisdictions and jury awards, and a claim that could be settled for \$300,000 in one jurisdiction may be worth more than a million in another. Governmental immunity differs by state as well, which means that a liability claim may be capped at \$500,000 in one state while other states have no cap. There are fewer insurance markets willing to provide this coverage, which limits public entities’ ability to leverage competitive bids.
- **Law enforcement liability and employment practice liability:** Claim trends are significantly greater and more volatile for these areas of operation, and these difficult lines of coverage are exacerbated by social unrest, racial inequality, staffing challenges and the public’s general dissatisfaction with government.
- **Emerging risks:** The possibility of a wave of future claims from emerging risks such as PFAS (forever chemicals) and biometric privacy breaches are of concern.
- **Volatile conditions:** All of these factors combine to make casualty market conditions more volatile for public entities and K-12 schools.

"The reality is the landscape has changed. Today's public sector decision-makers have to be open-minded to new insurance solutions and invest in significant risk control to reduce and mitigate the severity of claims."

John Chino, Regional Director – Northwest & Southwest Regions
Gallagher Public Sector & K-12 Education Practice

Workers' Compensation

Workers' compensation remains a profitable and stable class of business, with similar rate trends across both general industry and the public sector.

General Liability Rates	All Industries	Public Sector & K-12 Schools
Rate decrease	50.3%	45.5%
No change	2.1%	4.5%
Rate increase	47.6%	50.0%

Package Policies and Other Lines

The Gallagher Insurance Market Report of March 2024 comments on specific lines of coverage that are not typically purchased separately by public agencies (Commercial Auto, Directors & Officers, Professional Liability and Umbrella). Those lines are usually included in a Package or Multi-Line policy, depending upon the risk financing structure of the individual entity or pool (if the entity is a pool member). For package policies, the pattern of difference holds when comparing the rate changes for all clients in all industries to the public sector. Public entities and K-12 schools have higher percentages of increases and lower percentages of decreases.

Package Policy Rates	All Industries	Public Sector & K-12 Schools
Rate decrease	27.7%	23.9%
No change	4.0%	2.7%
Rate increase	68.3%	73.4%

Cyber

Cyber claims activity has been steadily increasing as the cyber insurance market continues to mature. In the public sector world, it is important to remember that this is an area of exposure that is extremely difficult to control and is still evolving. Ten years ago, this was not top of mind for mayors or school superintendents. Now we know that schools and cities are often targeted by hackers and cyber criminals.

Volatility of pricing is likely to remain a feature of this segment of the market. In the July 2023 public sector webinar on the insurance market, we reported that cyber insurance coverage was flat or decreasing across all regions of the US. The data from April 2024 shows the pricing volatility that we expect to continue.

Cyber Liability Rates	Public Sector & K-12 Schools
Rate decrease	44.5%
No change	25.3%

Rate increase	30.2%
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Cyber is another example of a challenging exposure for public entities because of underwriting and exposure criteria. Many K-12 schools are particularly challenged to implement multi-factor authentication and avoid phishing schemes and ransomware attacks. The ever-increasing use of AI and its deployment by malicious actors is a real and ominous threat to cyber security across this sector.

Conclusion

Current market conditions for public entity and K-12 buyers are challenging. Environmental, social and political influences contribute to these difficult conditions in addition to claims trends, pricing and capacity. Understanding what to expect is one piece of this puzzle. Other pieces include preparation, due diligence and attention to detail. Creative solutions and opportunities exist for those willing to embrace change and consider alternatives. Experts and consultants in the Gallagher Public Sector & K-12 Education Practice are ready to help, along with our company partners in Artex, Gallagher Bassett, Gallagher Benefit Services, Risk Program Administrators and Gallagher Re.

“Starting the renewal process early is the most important thing. Put in the time and ensure that your data is accurate and tells a compelling risk management story. If you dedicate yourself to this, you will get more favorable results from the insurance market.”

Dorothy Gjerdrum, Senior Managing Director
Gallagher Public Sector & K-12 Education Practice

Our Methodology

All data is from April 30, 2024. Gallagher Drive is a premier data and analytics platform that uses both the change in premium and total insured values (TIVs) to calculate the rate change each month. The rate change is broken down by class of business and focused on renewals within the mid-market and large account spaces.

The account and methodology give a representation of the actual rate change, not just the premium change.

Note that the data is calculated as one standard deviation for all renewals. The Gallagher Drive insights capture intermediated renewals and exclude rate change data from risk pools and captive insurers.

Your Team

Your Gallagher team is a true partner. We have the expertise to understand your business and we're here to service and stay alongside you, every step of the way.

Name/Title	Phone	Email	Role
Primary Service Team			
Maria Perez Area Senior Vice President	(305) 592-6090	Maria_Perez@ajg.com	Producer- Team Leader
Ampy (Cabrera) Jimenez, CPIA CISR Elite Area Vice President	(786) 331-1269	Ampy_Jimenez@ajg.com	Producer- Marketing Director
Kathy Hill, CIC Area Assistant Vice President	(561) 998-6785	Kathy_Hill@ajg.com	Client Service Manager
Bridgette Geist, CLCS Client Service Manager	(561) 998-6771	Bridgette_Geist@ajg.com	Client Service Manager
Tara Morrone Client Service Manager	(561) 995-6706	Tara_Morrone@ajg.com	Flood Specialist
Claims Management			
Scott Clark Claims Advocate Senior, Area Vice President	(561) 998-6815	Scott_Clark@ajg.com	Senior Claims Advocate
Loss Control			
Jim Smith Regional Risk Control Leader	(561) 998-6809	Jim_Smith@ajg.com	Regional Risk Control Leader

Thank You for Your Business

We have enjoyed our partnership and appreciate the continued time, support and confidence you have placed in us as your risk management team. This past year has been successful as evidenced by your scorecard. Your total cost of risk is being impacted favorably and our strategy for this upcoming renewal continues to focus on ways to improve this positive impact on your profitability. Thank you.

We help you face your future with confidence.

That's why we've been here for our clients since 1927. Providing tailored and comprehensive insurance solutions for your business. Developing effective risk management strategies to help reduce your total cost of risk. And delivering consulting services that support the wellbeing of your organization and your people.



Insurance | Risk Management | Consulting

Founded in

1927

\$8.4B

Total Adjusted Brokerage & Risk Management revenues (2022)

43,000+

Employees worldwide

1,200+

Offices globally

130+

Countries served

YOUR TRUSTED INSURANCE AND CONSULTING PARTNER.

A world of solutions, all delivered one way – The Gallagher Way.

Casualty/Property

Financial & Retirement Services

Commercial Surety & Bonds

Health & Benefits

Credit & Political Risk

Human Resources & Compensation

Cyber

Management Liability

28+ INDUSTRY PRACTICES



ETHICS IS IN OUR DNA.

Gallagher has been named one of the World's Most Ethical Companies® — a 13-time honoree.

We believe in always doing what is right for our clients, their communities and their people. It's what we were founded on 95 years ago. And it's why we continue to be recognized year after year.



GLOBAL LEADER. LOCAL EXPERTISE.

As Gallagher grows, we're not getting bigger. We're getting closer. Closer to our clients and their communities. We bring an unmatched level of experience and industry knowledge, a reputation for doing business the right way and a client-centric worldview that informs every action we take.

Legal Disclaimer

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Appendix

About Gallagher

FOUNDED IN
1927

\$9.5B

TOTAL ADJUSTED
BROKERAGE &
RISK MANAGEMENT
REVENUES (2023)

860+

OFFICES GLOBALLY

150+

COUNTRIES SERVED

52,000+

EMPLOYEES WORLDWIDE

Our Network of Offices



SOCIAL RESPONSIBILITY

COMPANYWIDE FOCUS ON ETHICAL CONDUCT,
EMPLOYEE HEALTH AND WELFARE, ENVIRON-
MENTAL INTEGRITY AND COMMUNITY SERVICE.

